



City of Virginia Beach

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VIRGINIA BEACH, VA 23456-2506

August 26, 2015

Dorothy A. Spears-Dean
Public Safety Communications Coordinator,
Service Management and Delivery
Virginia Information Technologies Agency

Dear Ms. Spears-Dean,

I am writing to show my support for Sharon Brady who currently serves as a 9-1-1 Operations Supervisor with the Virginia Beach Emergency Communications and Citizen Services to represent our region on the Regional Advisory Council (RAC).

I believe Ms. Brady will benefit the RAC by bringing over 19 years of experience in the 9-1-1 profession. Her leadership and experience will help further the mission of the RAC. With her level of experience and passion for the profession, I feel confident that she will provide a strong voice and represent the PSAP community in a professional manner while working towards successful outcomes for the RAC as we progress towards this new and exciting phase of 9-1-1.

I, along with the entire team of Emergency Communications and Citizen Services of Virginia Beach fully support the time commitment that is needed for her participation on the RAC.

If I can be of further assistance, please let me know.

Kind Regards,

Stephen Williams
Director, Emergency Communications and Citizen Services



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MUNICIPAL CENTER
BUILDING 30
2508 PRINCESS ANNE
ROAD

August 14, 2015

Dorothy Spears
Public Safety Communications Coordinator
Service Management & Delivery VITA

Dear Ms. Spears,

I am an Operations Supervisor for Virginia Beach, VA, Emergency Communications & Citizen Services (ECCS). I have been with the department for almost 20 years. I have seen numerous changes over the past years and would like to be on the forefront of new changes coming to N-G-9-1-1. I am currently on our departments N-G-9-1-1 team as a co-chair for that team. I have been part of our departments CAD maintenance team for 12 years, which entails all the back end file maintenance. Being on these teams gives me a different perspective from knowing what our current CAD system is capable of doing and what new technology is coming and what we as a department need to do to make sure we stay up to date and current.

I have been on temporary duty assignment as a Business Applications Specialist, taking care of our departments systems and applications. Some of those systems are phones (VESTA), CAD, radios, etc. I am involved in numerous teams helping to decide on the best course of action on how ECCS and our public safety partners (Fire/EMS/Police/Sheriff) are going to do business as we acquired a new radio upgrade, along with new mobile computers and eventually the new CAD system. Being involved in changes and offering opinions on the process and seeing those changes implemented makes me believe that I can do more by offering my voice to the RAC.

In my current position, I have had the opportunity to travel to other areas in the United States and I found that everyone has the same issues and frustrations. I was at these areas evaluating for a new CAD vendor. I found a lot of frustrated dispatchers and call takers saying they felt new guidelines from the government were being forced on them, they had no input. I have observed that in my own department, and I want to do something about it and be a contributing voice to what happens to 9-1-1, especially in our area. I don't want to just sit by and take what is decided without trying to be involved in N-G-9-1-1. I am involved in our department's N-G-9-1-1 plan and I want to expand to the statewide level, where I can help to make a difference.

After attending several emerging technology seminars that APCO hosted, I find that I want to know more about what is coming. I want to be part of a team where I can offer a voice in what is coming to Virginia. I believe that being a member of the RAC will allow me to offer my voice and provide representation for our area to help assist in the plan and program of the E-911 Service Board. I am committed and knowledgeable and am willing to dedicate time to be an active member of the RAC. I appreciate your consideration.

Sincerely,



Sharon Brady
Operations Supervisor
Emergency Communications & Citizen Services (ECCS)
2508 Princess Anne Road
Virginia Beach, VA 23456
(757)385-1804 (supervisor desk phone)
(757)718-1013 (personal cell phone)

Sharon Brady
6109 Lockwood Lane
Virginia Beach, VA
23464
Cell: (757)718-1013
Email: sbrady@vbgov.com

SUMMARY of Qualifications:

- Ability to provide excellent customer service to both internal and external customers.
- Ability to initiate research and studies appropriately
- Completes all tasks in a timely manner
- CAD system maintenance for over 12 years on Tiburon/Tri- Tech Cad system
- Update files that directly pertain to CAD and response patterns; including but not limited to:
FRES/DOPR/IDAT/INFO/RUN/DTRM/RADI/LOGR/TLOG/CMPT/VEHI and more.
- Update common place locations with current information
- Give employee access to Building 30 – within or out of the department
- Ability to cover for Custodian of Records in all capacities if needed
- Ability to convert TLOGs to a usable format for investigations
- Ability to testify in court on validity of records
- System Administrator for most every system in ECCS
- Effectively coordinates projects between ECCS & ComIT
- Knowledge of ECCS operations, policies and procedures
- Stay abreast of current changes in technology
- Organized
- Ability to prioritize tasks and assure that each task is completed in a timely manner
- DCJS trainer
- Ability to train new users on systems
- Long standing business relationships with Vendors, Public Safety agency counterparts, ComIT employees in various capacities, City Attorney, Commonwealth Attorney, Human Services and more.
- Working knowledge of systems in ECCS such as VESTA, GOLDELITE, NICE/Inform, CAD, Tow Tracker, Freedom, Magic, Aurora, CARS.
- Involved in various projects such as telephony, ASTRO radio upgrade

- Provided input on demos from vendors for IPS RFP and attended site visits for IPS RFP
- Member of the NG911 team
- Mentor Coordinator
- Lead Supervisor for Employee of the Quarter recognition team
- Knowledge of the servers, software, hardware utilized in ECCS
- Ability to translate technical terms to understandable terms for management and employees to comprehend.
- Ability to supervise employees on a shift (average shift is 10-17 employees)
- Ability to provide timely feedback to employees
- Ability to provide coaching, counseling or discipline depending on the circumstance
- Ability to document objectively

Professional Experience:

- 12 plus years as CAD maintenance experience in ECCS
- Over a year experience as an Operations Supervisor in ECCS
- 4 *Yi* years experiences as Custodian of Records in ECCS
- Dispatcher for ECCS for just over 19 years
- Systems administrator for most systems for the past 4 *Yi* years and CAD administrator for over 12 years

Employment History:

- 19 years City of Virginia Beach ECCS
- 5 years Dispatcher Tidewater Towing
- 6 months Dollar Rent a Car
- Hair Dresser approximately 12 years

Computer Skills:

- Power point
- Excel

- Word Document
- Share point
- Adobe
- Power DMS
- In SITE
- Lenel/ On Guard
- Fire Watch
- Tow Tracker
- GEM
- 351 tracker

Remarks:

I was assigned to be TDA (temporary duty assignment) filling in for a vacant position (ECCS Public Safety Technology Specialist) formerly called a BASII as of March 26, 2015 to current. I was asked to fill in since I had the knowledge and skills to step into the position with little to no training. I have increased my skills and abilities and have accepted this role as if I was staying in the position. I strive to do my absolute best at any and all tasks that I undertake and I did that in accepting the assignment. I have the knowledge, skills and abilities to continue to do a good job and help our department grow; especially as there are numerous changes coming in the near future. I would like to be at the forefront leading that way for our department and for the state of Virginia. I would accept the responsibility as a RAC member as I accepted the current challenge filling in for our technology specialist. I appreciate your consideration.

Sincerely,

Sharon Brady